

## **Address Confidentiality Program (ACP) Information for all Self-Sufficiency Programs**

### **Who administers the ACP program?**

The Address Confidentiality Program is administered by the Department of Justice (DOJ), Crime Victims Services Division.

### **What does the ACP program do?**

- The ACP provides a cost free mail forwarding service for victims of domestic violence, sexual assault, stalking and human trafficking;
- The ACP enables victims to keep their residential address information confidential;
- The ACP authorizes program participants to use the ACP substitute address for receipt of first class certified and registered mail; and
- The ACP enables participants to use the substitute address to meet the address requirements for most state and local government agencies.

Participants may use the ACP substitute address for:

- Oregon driver's licenses or ID cards
- Voters Registration
- Applying for and receiving child support
- Applying for a marriage license
- Enrolling their children in public school

### **Where should I refer a client who is interested in becoming part of the ACP?**

The client can sign-up for the ACP through their local domestic violence service provider or their local District Attorney based Victims Assistance Program. DOJ trains advocates to be Application Assistants. The Application Assistant helps the client decide whether the ACP program would work for them. They go over various privacy issues and help the client develop a safety plan related to their address.

### **How will I know if my client is a participant in the program?**

When approved, each participant receives an identification card with the ACP P.O. Box which is P.O. Box 1108, Salem, OR 97308 and a participant number. That address will serve participants across the State. Participants

in the program are responsible to present the identification card when requesting a State agency to use the ACP address. The P.O. Box is used as the clients' mailing address.

### **What do you do when a client presents you with the ACP identification card?**

1. Enter the P.O. Box into the mailing and the participant number:  
*Example:* P.O. Box 1108, ACP 123-44 (participant number)  
Salem, OR 97308
2. Write "Do Not Disclose" in the resident address
3. Do not add the city, county code or resident zip code on CMS/FSMIS
4. For the county code, use the ACP zip code (i.e. Salem)
5. Mark an envelope with "Confidential Information – Do not Disclose" and put a copy of the ID card and the actual resident address in the envelope. Put the envelope in the hard file.
6. For all SS programs - An additional 5 days should be added to 10 day notices. (see OAR 461-175-0050 - Notice Period)
7. For managed care enrollment an exception needs to be requested for out-of-area enrollment, due to the Salem address. Send an e-mail to DMAP CES with client name, case number, prime numbers for all individuals and the managed care plan the client chose, along with the reason why the exception is needed. DMAP has been made aware of the need for an exception for ACP participants.
8. For child care payments issued through the Direct Pay Unit system, care that is provided by someone using the ACP PO Box, the maximum payment rates will default to Region A. This is necessary because one Salem, P.O. Box is being used for all ACP participants living in Oregon

#### **DHS References:**

\*OAR 461-175-0050 and FSM – Generic Program Info – B. Confidentiality of Client Information – 17. Domestic Violence

\*ACP web site: <http://www.doj.state.or.us/victims/confidentiality.shtml>

\*The most current version of this procedure is available on the DV staff tools web page at: <http://www.dhs.state.or.us/caf/dv/tools.htm>